

REFUND RULE

The Railways permit refund on cancellation of unused and partially used tickets after deduction of cancellation charges. You can claim refund on such tickets. However, you must remember that your ticket should be surrendered within a prescribed time frame vis a vis the scheduled / actual departure time of the train. Depending on this time frame a specified amount or a percentage of fare will be deducted as cancellation charge. These are spelt out in greater details in the following table:

No: 1

Nature of ticket	Time Limit for Cancellation of Ticket	Cancellation charge per passenger
Tickets unused and unreserved	Within 3 hours of the issue of the ticket	Rs: 30/-
Unreserved tickets issued in advance	Upto 24 hours of the day preceding day of journey	Rs: 30/-
Unused WL/RAC tickets	Upto 30 minutes before the schedule departure of the train	Rs: 60/-
	After the above prescribed time limit	No refund

Unused confirmed tickets	More than 48 hours before the scheduled departure of the train	Rs: 240/- For 1A and EC Class Rs: 200/- For 2A and FC Class Rs: 180/-For 3A and CC Class Rs: 120/-For SL Class Rs: 60/-For 2S Class
	Between 48 hours and upto 12 hours before the scheduled departure of the train	25% of the fare paid
	Within 12 hrs and upto 4hrs before the schedule departure of the train	50% of the Fare paid .
Partially used reserved tickets	Upto 3 days after arrival of the train where you terminated the journey.	Fare for the travelled portion shall be retained and the balance amount of the ticket shall be refundable as the fare for the untravelled portion of journey
Nature of ticket	Time Limit for Cancellation of Ticket	Cancellation charge per passenger
Partially used reserved tickets for Duronto / Rajdhani / Shatabdi / Jan Shatabdi Trains		No Refund since break journey is not allowed on these trains .
Confirmed / RAC ticket of Suvidha Special Train	6 hrs before the scheduled departure of the train	50% refund of fare subject of minimum flat cancellation charges Rs 240/- for 1A & EC Class Rs 200/- for 2A&FC Class Rs 180/- for 3A& CC Class Rs 120/- for SL Class Rs 60/- for 2S Class

NOTE:

- i. For night trains departing between 21.00 hours and 6 hours (actual departure) refund of fare shall be granted at the station within first 2 hours after opening of the Reservation Office.
- ii. Conductors or TTE of the coach shall issue a certificate (Comp – P 44)/ excess fare tickets to the passenger who could not travel or less no of passengers travelling in a group, refund will be granted based on this certificate by the concerned Zonal Railway – CCM/ Refunds, but no refund shall be granted across the counter, but TDR may be issued to the passenger from the station within 3 days.

NO: 2 REFUND ON TICKETS ARISING OUT OF OTHER CIRCUMSTANCES

Reason for claiming Refund	Procedure for Refund	Time limit for claiming Refund	Amount Payable
Failure of AC	Produce a printed certificate from TTE along with the journey tickets at destination station	Within 20 hrs of arrival of the train	1A: Difference between 1A and FC fare(Mail/ Exp)for the distance AC was not working . 2A & 3A: Difference between 2A/ 3A and SL fare (Mail / Exp)for the distances AC was not working.
	Refund under this system shall be granted for confirmed and RAC tickets in case of lower class travel failure of AC in coach		AC Chair Car : Difference between AC Chair Car & 2 nd class fare(Mail/Exp) for the distance AC was not working
Travelling in lower class for want of accommodation	Produce printed certificate from the TTE along with your journey ticket	Within 2 days excluding journey date (issuing of certificate)	Difference of fare between fare paid and fare for the class travelled
Late running of Trains by more than 3 hours confirmed RAC/WL ticket		Ticket to be surrendered to actual departure of the train	No cancellation/ clerk age charge shall be levied and full fare shall be refunded
Inability of Railways to provide	Surrender your ticket at the journey	Within 3 hours from the actual departure of	Full refund without any deductions.

accommodation to reserved passengers	commencing station	train	
Missing connection for onward journey due to late running of train	Surrender your ticket at the junction station	Within 3 hours after actual arrival of the train which has been delayed	Full fare for untraveled portion after retaining fare for the travelled portion

Reason for claiming Refund	Procedure for Refund	Time limit for claiming Refund	Amount Payable
Dislocation of train services&diversion of train :	Refund under this system shall be granted for reserved and RAC tickets in case of discontinuation of journey by passenger due to dislocation of train service accommodation not provided and cancellation of the train		
a)Inability of Railway to make alternative arrangement	Surrender your ticket	Within 3 days of the scheduled departure of train	a)Full fare paid for the entire booked journey
b)Passenger not willing to make use of the alternate arrangements made	Surrender your ticket -----	Refund will be granted at the station where journey is terminated within 3 days of the schedule departure of the train Within 3 days of the schedule departure of the train	b)Full fare for the untraveled portion after retaining fare for the travelled portion
c)Due to bandh, Rail roko etc	Surrender your ticket		c)Full fare for untraveled portion after retaining fare for the travelled portion
Divertionof train , Cancellation of train due to accidents, breaches or floods	Submission of ticket by passenger's relatives		Full fare paid for the entire booked journey
Death /injury to a passenger in a Railway accident			

NO: 3 **MISCELLANEOUS REFUND RULES**

REFUND ON PARTIALLY COMBINED TICKETS

a) You may have reserved tickets where some passengers are wait listed and others confirmed. If such tickets are cancelled upto 30min before scheduled departure of the train . Refund will be given on confirmed passengers as well as wait listed passengers. Only a nominal clerk age charge per passenger will be deducted

b) Refund across the counter under Computerised Coaching Refund Scheme will not be granted under the following cases:

- i) Not turn up passengers
- ii) Less number of passengers travelling in groups

Refund under this system shall be granted for Confirmed and RAC tickets in case of Lower Class travel, failure of AC in coach, discontinuation of journey by passenger due to dislocation of train service, accommodation not provided and cancellation of trains.

For Waiting list tickets refund will not be granted under the system but will continue to be granted as per existing Rule.

c) If the passenger could not claim refund before the commencement of his journey, he should approach Train conductor /TTE after making necessary endorsement on the tickets and reservation chart. Train Conductor / TTE will issue free EFT which can be used to claim Refund for the passengers who have not travelled. Beyond the time limit you should apply to Chief Commercial Manager / Refund of ticket issuing Zonal Railway within 3 days.

NO:4

REFUND ON LOST /MISPLACED/TORN/MUTILATED TICKETS

- No refund is permitted on Lost / misplaced tickets. Please inform the nearest Reservation Office immediately about the lost ticket so that action can be taken to prevent fraudulent use on such tickets.
- Refund on torn /mutilated tickets shall be admissible after deduction of due cancellation charge provided authenticity of such tickets can be verified from it

NO:4(a)

ISSUE OF DUPLICATE TICKET IN LIEU OF LOST /MISPLACED/TORN/MUTILATED TICKETS

Charged for issue duplicate tickets before preparation of Reservation Charts shall @ Rs: 50/- per passenger in SL & 2S class and @ Rs: 100/- per passenger for other classes.

Charge for issue of Duplicate ticket after preparation of Reservation Charts will be as under:

I) 50% of total fare in case of Lost /Misplaced Reservation tickets subject to minimum of Rs 50/- per passenger in SL & 2S Class and Rs 100/- per passenger for other classes .

11) No duplicate ticket will be issued in case of Lost /Misplaced /RAC tickets after preparation of Reservation Chart .

111) 25% of the total fare in case of Lost /Torn / Mutilated /Reserved /RAC tickets

i. NO: 4(b)

REFUND ON DUPLICATE TICKET

If Lost ticket are traced subsequently and present along with a duplicate ticket before departure of the train, you will be entitled to a refund of the amount paid for your

duplicate ticket. However 5% of the total amount will be deducted subject to a minimum of Rs; 20/- in case the journey is also not undertaken , the cancellation charges on the original tickets shall be determined as provided under Rules.

If you have paid excess charges on train on account of confirmed /RAC ticket being lost /misplaced / torn / mutilated , you may apply to the Chief Commercial Manager/ Refund of the ticket issuing Zonal Railway for granting refund for the charges paid on train. The Railway administration may after making such enquiry as demand necessary grant refund of total charges realized on the train, after deducting the cancellation charges of 50% of the total fare provided no one has been taken refund earlier on the Original ticket.

NO:5

REFUND ON TICKETS BOOKED AGAINST MILITARY/ OTHER FORCES WARRANTS

Military personnel, who cancel tickets issued against Military Concessional Vouchers which is partly paid in cash and partly paid through vouchers given by the Defence Authorities, will be given refund for the cash portion only. The refund will be granted after deduction of the due cancellation charges at the station itself. As regards for the voucher portion, necessary credit will be given to the Defence Authorities. In respect of tickets issued against Military Warrants , fully paid by Defence Authorities, Military personnel should cancel the Reservation and surrender the tickets at the station and obtain a TDR within 72 hours of the schedule departure of the train and apply for Refund to CCM/Refunds of the TDR issuing Zonal Railway within 10 days. Such Military personal should submit a formal claim letter for refund including CDA particulars in original foil of Warrant and original ticket (if available) along with the TDR and name of the station where the warrant has been exchanged.

NO:6

REFUND ON TICKETS ON CREDIT CARDS

Tickets purchased on credit cards can be cancelled and Credit Slips/ Charge slips obtained only on such Reservation Office where Credit Card counter exists.

If you need to cancel your tickets at other stations where such counters are not available please cancel your reservation and obtain a TDR (within 72 hours) and apply to CCM/Refunds of the ticket issuing Zonal Railway within 10 days.

NO:7

REFUND ON TATKAL TICKET

No refund shall be granted on confirmed Tatkal Tickets.

In case of Tatkal ticket on wait list, refund of fare shall be granted in accordance to rule - in 1(Unused WL / RAC ticket)

.Refund on Tatkal Tickets : In case on a party Tatkal/ Family tickets issued for travelled for more than 1 person,some person have confirmed reservation and others are on waiting list, full refund of fare , less clerk age, shall be admissible for confirmed passengers also, provided that the entire Tatkal ticket is surrendered for cancellation up to 30 minutes before the scheduled departure of the train & refund in full on Tatkal ticket on dislocation of train service , diversion of train , Bandh , Rail Roko and cancellation of train due to accident , breaches of flood

NO:8

CANCELLATION AND REFUND OF ELECTRONIC RESERVATION SLIPS ('E' TICKETS)

The electronic reservation slips cannot be cancelled in any regular counters of the Railways. The electronic reservation slips can only be cancelled online.

- i. The 'e' ticket may be booked and cancelled through internet and the refund of fare shall be credited to the customers after deducting the charges applicable.
- ii. In case a confirmed 'e' ticket refund of fare shall be granted on according to Rule No: 1
- iii. In case of RAC 'e' ticket refund of fare shall be granted with Rule:1(WL/RAC ticket)
- iv. In case of Wait listed 'e' ticket on which status of all passengers are waitlisted, name of all passengers booked on passengers name record(PNR) shall be dropped from the reservation charts and refund of fare shall be credited to the customer's account after deducting the clerk age charges through system automatically.
- v. In case a party 'e'-ticket of a family 'e' ticket issued for travel for more than one person, some person having confirmed reservation and others are on WL / RAC, then in case of passengers on Waiting list not travelling, a certificate has to be obtained from the TTE/ Conductor to that effect and refund of fare shall be processed online through TDR including the details of the certificate issued by the Ticket checking staff
- a). The online TDR shall be filed upto 72 hours of actual arrival of the train at passenger's destination and original certificate issued by the ticket checking staff is to be send through post of IRCTC.
- vi. The fare shall be refunded by IRCTC to the customer's account after due verification,
- vii. No refund of fare shall be admissible on e- ticket having confirmed reservation in case the ticket is not cancelled or TDR not filed online after 4 hours after before scheduled departure of the train.
- viii. No refund shall be admissible on RAC tickets in case the ticket is not cancelled or TDR not filed online up to 30 minutes before the scheduled departure of the train.

In case of Train cancellation , automatic refund of confirmed / RAC e- tickets shall be granted . No filing of TDR online for refund is required .

No: 9

POST PONEMENT OR PRE PONEMENT (MODIFICATION) OF JOURNEY ON A CONFIRMED/ RAC / WL TICKETS

1. The postponement / preponement (modification) of journey on confirmed or RAC or WL ticket shall be allowed on the same class and for the same destination or any higher class by the same train or by any other train for any subsequent / earlier days , subject to condition that :
 - i. The ticket is surrendered during the working hours of reservation Office and at least 48 hours before the scheduled departure of the train in which originally booked .
 - ii. The confirmed or RAC or WL accommodation is available in the train in which fresh reservation is required.
 - iii. In case of confirmed ticket fresh reservation fee for the class for which reservation is required is paid and:-
 - iv. In case RAC or WL ticket clerk age charge is paid.

2. In case of difference of fare for originally booked journey or revised journey the difference of fare shall be refunded or recovered as the case may be subject to provision Sub Rule 1.
3. The postponement or preponement of journey under the Sub Rule 1 shall be allowed only once.
- 4.. The postponement or preponement of journey other than Tatkal ticket shall not be applicable against Tatkal Quota even on payment of Tatkal charges.

No. 10**REFUND OF SECURITY DEPOSIT FOR BOOKING OF SPECIAL COACHES AND TRAIN**

- Claim for refund of Security Deposit should be made at the journey originating station within 30 days on completion of tour. Beyond this time limit the claim will be done to Chief Commr Manager of the concerned the Zonal Railway in which the originating station falls within 6 months of completion of the tour along with all original documents such as Special Ticket, CPTM's letter, Folder, Money Receipt etc.
- Application for refund of security deposit , overcharges if any will be made within 6 months . deposit –
- For applications submitted after expiry time limit of 6 months, GM will have power to settle Time bar claim for refund of security deposit in consultation with FA & CAOs. The outer time limit for entertaining such refund claims will be subject to a maximum time frame of 3 years.

No. 11**WHERE CAN YOU GET YOUR REFUND APPLICATION FOR REFUND OF PASSENGER RESERVATION SYSTEM (PRS) TICKETS ON OTHER CIRCUMSTANCES**

- For refund of fare under circumstances other than those specified in these rule or under circumstances like Bandh, Agitation or Flood etc the Passenger could not reach the Reservation Counter or Station or Current Counter for cancellation of tickets, in those cases a TDR shall be issued to the passenger and the passengers may apply for refund of fare within 10 days from the day of commencement of journey to the Chief Commercial Manager/Refund of the Railway Administration under whose jurisdiction the TDR issuing Station comes enclosing the original TDR.
- In the circumstances specified in sub-rule (1), the TDR shall be issued only upto three days after the scheduled departure of the train.
